



Role Description

Job Title: Banquet Captain

Department: Food & Beverage

Reports To: Food & Beverage Director and Catering Director

Full Time

Part Time

San Jose Country Club is a private gathering place for our families and guests who cherish and share high quality lifestyle standards. We are a Country Club inspired by our rich tradition and are committed to delivering impeccable personalized service and offering excellent facilities and innovative programs which support our members' interest in golf, tennis, fitness, dining, social and other family activities.

Summary of Job: Supervises all aspects of a banquet event. This position will be responsible for training, recommending disciplining and evaluating banquet staff. This position will ensure that customers and members have a satisfying dining experience.

Essential Duties and Accountabilities:

- Trains new banquet Staff
- Attends weekly BEO meetings, with Catering Director, Chef and Food and Beverage Director
- Supervises and works with banquet staff in event setup, execution and breakdown. Plan, prepare and execute banquet activities with the goal of ensuring that guest have a favorable experience. Including but not limited to resetting and moving tables, chairs, and dancefloors, stations, buffets, and bars.
- Ensure timely and smooth execution of events.
- Serves as a liaison between the Catering director, Banquet Chef, staff and guest.
- Works directly with Catering director and host of events. In charge of addressing and fixing and questions or concerns that come up before, during or after event.
- Ensure all functions are set up according to BEO. Ensure the event premises are neat and clean. Ensure that all glass wear and silver wear are hygienically neat.
- Locking up of Clubhouse if banquet events runs after dining room hours.
- Required to do event recaps after every event. Turn into Catering Director.
- Provide first-class service to all members and guests that exceeds their expectations;
- Receive and greet members and guests;
- Coordinate food service between kitchen and service staff;
- Inspect all linens daily for proper appearance;
- Maintain all silver and service-ware items;
- Resolve member/guest complaints;
- Assure that all safety, accident and emergency policies and procedures are in place and consistently followed;
- Reports any complaints immediately to clubhouse Manager and Catering Director or Manager on Duty;
- Inspect dining room to ensure proper maintenance, cleanliness and safety;

Updated: 3/9/2021



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- Suggest dining room decorations for special themes;
- Assure that pre-opening cleaning tasks are assigned and completed as required;
- Assist with service of food and when needed;
- Enforce established rules, regulations and policies;
- Always maintain proper dress code; wear name badge every day; arrive promptly.

Special Requirements (if any):

- Must be over age 18 to serve alcohol per Florida statute;
- Must be willing to consent to a drug-screening exam;
- Ability to communicate fluently, verbally and written, with proper grammar in English;
- Ability to stand for extended periods of time, paying attention to detail;
- Ability to delegate various duties to staff.
- Ability to rally banquet team during big events;
- Ability to bend, stretch, reach;
- High standards of integrity and reliability;
- Successful completion of drug testing;
- Excellent inter-personal skills.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand for long periods of time, sit; walk; tolerate repetitive motions of hands, wrists and fingers; use hands to finger, handle, or feel; reach with hands and arms; talk; hear; visual acuity requirements including color, depth perception, and field of vision; Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Cognitive Demands: The cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

On-going attention, despite distractions of environment and workload; Ability to regularly trouble shoot and problem solve; maintain positive demeanor and functionality at all times despite stress of position; ability to multi-task and prioritize; ability to perform essential functions and maintain productivity under moderate stress on a regular basis and high stress on a periodic basis; ability to maintain professionalism despite negative customer/employee encounters; ability to understand and clearly communicate (verbal and written) in English; ability to learn; ability to follow instructions, listen to and comprehend direction.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate.

Supervisory Responsibilities: Banquet staff.